

# CUSTOMER SERVICE REPRESENTATIVES (TEMPORARY )

**ST. JOHN'S – CLOSING DATE: APRIL 26, 2021**

REFERENCE NUMBER: NPJP-2021- 34299

## Are you ready to explore an exciting career in a fast-paced, high-performance environment?

If you are seeking a challenging and rewarding career with room for continuing advancement and a competitive compensation package, have we got an opportunity for you! We are looking for a highly motivated team player with an excellent work ethic, and effective interpersonal and analytical skills.

As a valued member of our Customer Relations Team, you have a genuine interest in working with people and providing excellent customer service. You will use your strong communication skills to assist customers in obtaining and finalizing service, resolving and responding to customer enquiries, providing energy efficiency advice, promoting customer/energy programs and service, arranging customer payment arrangements by phone, and processing trouble and outage calls.

Your qualifications include completion of a Bachelor of Commerce, Bachelor of Business Administration or a three year Business Management Diploma. You must have a minimum of three years' experience in a Customer Service environment and previous call center experience would be an asset. You take pride in applying your skills to resolve difficult situations while demonstrating empathy and concern for our customers. You have strong organizational skills with the ability to multi-task and work independently in a computerized environment. Compensation is in accordance with the current Collective Agreement.

At Newfoundland Power, we accept and celebrate our differences. We are committed to fostering an inclusive and diverse workplace which reflects the communities we serve. A place where everybody is able to bring their whole selves to work and reach their full potential. We strive to ensure each team member feels valued, respected and supported.

We encourage applications from diverse candidates and will provide support to applicants during the recruitment process. If you require accommodation for any reason during the interview process, please let us know your needs which will be kept in confidence.

Apply online at [newfoundlandpower.com/en/About/Careers/Career-Opportunities](https://newfoundlandpower.com/en/About/Careers/Career-Opportunities).

We thank all applicants for their interest but only those selected for an interview will be contacted.



**WHENEVER. WHEREVER.**  
We'll be there.

NEWFOUNDLAND  
**POWER**  
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